

### About Department of Children's Services (DCS)

The Tennessee Department of Children's Services (DCS) is the state's public child welfare agency, overseeing child protective services, permanency and juvenile justice. DCS protects children who are victims of abuse or neglect and strengthens families through services that focus on family support and preservation. DCS staff responds to over 37,000 reports of child abuse and neglect a year. DCS employees 4000+ staff deployed across Tennessee.

### Job Description

This Program Manager provides support to regions and Youth Development Centers (YDCs) in an effort to achieve/maintain statewide Council on Accreditation (COA) standards. In addition this position provides support to Quality Control by completing site visits and reports.

### RESPONSIBILITIES

- Coordinate projects and lead efforts to prepare Tennessee Department of Children's Services (DCS) regions and YDC's for accreditation and understanding of COA standards
- Develop and implement staff trainings to increase staff understanding of COA standards and the review process
- Plan and coordinate mock DOA reviews for DCS regions and YDC's
- Collects and organizes COA evidence from regions and YDCs in preparation for upload into the COA portal
- Monitor service provision for children and families
- Review and evaluate case file documentation and provide feedback
- Conduct file reviews to assess compliance with program standards to ensure client rights
- Supervise YDC CQI Coordinators
- Review of Incident Reports
- Conduct Reviews and Site Visits

### Requirements

**Education and Experience:** Graduation from an accredited college or university with a bachelor's degree and experience equivalent to five years of professional work in one or a combination of the following: counseling or case management services, or program evaluation of counseling or case management services, two years of which must include children's and/or juvenile services program evaluation.

**Substitution of Education for Experience:** Graduate course work credit received from an accredited college or university in social work, criminal justice, psychology, sociology, human services, and/or child development may substitute for the required experience on a year-for-year basis to a maximum of two years, there being no substitution for the required two years of children's services program evaluation (e.g. 36 graduate quarter hours in one or a combination of the above listed fields may substitute for one year of the required experience).

**Substitution of Experience for Education:** Experience equivalent to two years in one or a combination of the following: DCS Program Specialist or DCS Program Coordinator with the State of Tennessee.

PLEASE SEND RESUME TO:

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Job Posting Expires on 5/31/16